

Revolutionize the way your campus communicates.

Text Messaging System RFP 18-022
Arkansas Tech University

Issuing Officer:
Jessica Holloway, APO
Director of Procurement & Travel Services
479-968-0269
jholloway@atu.edu

Prepared by: Lauren Jager
Lauren@mongooseresearch.com {716.604.7988}

March 30, 2018

Dear Jessica:

When it comes to communicating with today's students, there's no denying that the era of text messaging has arrived and is here to stay. The question is: how do you efficiently implement this technology on your campus? The answer is Mongoose.

Please accept this proposal as response to {insert school and RFP info}. I'm extremely confident that our user-friendly two-way texting platform will take your student engagement to a whole new level, leading to positive individual and institutional outcomes.

Thank you for your consideration. Please let me know if you have any additional questions, or if you'd like to schedule a live demonstration to see how Mongoose can benefit your campus.

Sincerely,



David Marshall
President

Arkansas Tech University
Procurement and Travel Services
Young Building, Suite 101
203 West O Street
Russellville, AR 72801
479-968-0269

mongoose 

Mongoose
6506 East Quaker Street
Suite 202
Orchard Park, NY 14127

Our Philosophy

Client Love.

Around our office, there's one phrase that's used over and over: "Client Love."

We love our clients. We go the extra mile to support them. And we truly feel that our success is only realized when our clients achieve higher yield percentages, higher on-campus participation, more on-time graduates, and more active (and generous) alumni.

This Client Love seeps into every aspect of who we are: our client communications, our support processes, our product, our people. Everything.

We also believe that texting with students is a blend of science and art.

In addition to leading-edge technology, we take tremendous pride in providing clients with the guidance and best practices to facilitate genuine human interactions, build relationships, and drive results.

It is no wonder that even with over 100 clients, we have over a 98% renewal rate. Our software is a joy to use and we try our best to be a joy to work with.

Our core beliefs.

There is beauty in simplicity.

Technology can make us more human.

"Client Love" defines our success.



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RFP-SPECIFIC RESPONSES

1	Use Cloud-based data hosting services.	YES
2	Handle data imports to add or change contact information through SQL Database or csv/excel file	YES
3	Support Active Directory Single Sign On or LDAP.	NO
4	Allow scheduling permissions for college administrators to schedule text campaigns; i.e. client-managed.	YES
5	Use a multi administrative levels.	YES
6	Ability to store an unlimited amount of different contact numbers.	YES
7	Ability to set up recurring notifications.	YES
8	Ability to schedule notifications to be sent at a future date and time.	YES
9	Send text messages to an unlimited number of individuals as mass text campaigns.	YES
10	Support text message attachments in mass text campaigns.	YES
11	Support automatic name inserts for individuals in mass text campaigns.	YES
12	Support opt-in/opt-out options.	YES
13	Support two-way individual texting.	YES
14	Provide corresponding mobile app for managing campaigns on multiple devices.	YES
15	Provide text message analytics and tracking.	YES
16	Provide templates with which to build mass text campaigns.	YES
17	Provide intuitive social media integration.	YES
18	Support exporting features, like exporting data to excel.	YES
19	Provide ability to add or edit recipient and contact information directly within the solution.	YES
20	Support encryption to transmit data across the internet.	YES
21	Key data encryption in the database.	YES
22	Be cost efficient with set rates.	YES
23	Ability for one administrator to send messages on behalf of multiple employees and the responses come back to that staff member.	YES

RESPONDENT SHOULD

1	Provide complete information as to how the text message system works, from listing software features to end-of-year billing as well as department billing.	Pages 9-10 Pricing Provided Separately
2	Provide information regarding reporting capabilities (screenshots and/or sample reports preferred).	Pages 11-13
3	Provide information regarding all available services with a 3 year pricing breakdown in one year increments.	Pricing Provided Separately
4	Provide information regarding out-going and in-coming text message pricing for 2000, 5000, 10,000 and up messages. If unlimited, state so.	Pricing Provided Separately
5	Provide information regarding implementation, timeline, and training	Page 12
6	Provide information regarding any operating system requirements.	Pages 14-16
7	Provide any additional information deemed necessary.	See Full Proposal
8	Provide any information and detailed cost of two way integration with Banner ERP versions through 9. API Info: https://api.mongoooseresearch.com/docs/# Native ETHOS integration forthcoming	Pages 26 - 27 API Resource
9	Provide texting short code options and cost	Page

Platform Overview

Spark meaningful conversations. Crush your KPIs.

With unprecedented ease of use and an elegant interface, Mongoose is a game-changing text messaging solution for a single department or your entire institution.



Enterprise

Efficiently increase engagement throughout the student lifecycle.



Enrollment

Stay connected with your most interested students and parents through their preferred medium.



Student Success

Keep your students informed, engaged, and on track to achieve their career aspirations.



Advancement

Maintain personal relationships and increase participation of young alumni.

Texting throughout the student lifecycle.

Prospective	Event Invite
	New Inquiry
	FAFSA Push
	Early Admission
	Visit Reminder
	Incomplete Application
	Missing Transcript
	Soft Check-In
	Deposit Reminder
	Orientation Reminder
Current	Advisor Intro
	Registration Deadline
	Res Life Survey
	Parents Weekend
	Speaker Series
	Advisor Check-In
	FAFSA Deadline
	Experience Survey
	At-Risk Student Nudge
	Career Fair Invite
	Resume Review
	Graduation Agenda
	Career Survey
Alumni	Career Check-In
	Chapter Event
	Homecoming Agenda
	Special Event
	Chapter Event
	Career Check-In
	Annual Fund
	Special Event

Platform Features

Cutting-edge technology made simple.

Mongoose makes it incredibly easy to engage with students and inspire them to take action. There's a reason why Mongoose clients enjoy response rates up to 90% from well-designed text campaigns.

Connect with students in their preferred medium.

- ✓ Ability to send personal or group messages
- ✓ Templates for commonly used texts
- ✓ Built-in best practices, without strict character limitations
- ✓ Student-enabled opt-in and opt-out

Send the right message at the right time.

- ✓ Manage text messages from any computer, tablet, or mobile phone
- ✓ Two-way integration with your information system
- ✓ Segment texts by any variable in your information system
- ✓ Unique virtual phone number—allowing staff to keep personal and professional lives separate

Superior Features

Master the art of texting students.

Should you jump right in, start texting students and encourage your colleagues to do the same? Not so fast! Make sure you have the right tools first:

- ✓ **Text Templates**—Not everyone is a wonderful copywriter. Providing your team with templates for commonly used text messages will make them more efficient and ensure proper communication.
- ✓ **Unlimited Texting**—Ensure your team has no restrictions on the number of text campaigns they send. Unlimited texting provides clarity for your budget.
- ✓ **Flexible Character Limits**—Be certain your texting provider does NOT have a limit of 160 characters. Truncating words and sentences and awkward abbreviations result in unprofessional conversations.
- ✓ **Voice Forwarding**—When a student (or parent) calls your texting phone number, the call should be instantly forwarded to the appropriate staff member. Unconnected calls mean lost opportunities.
- ✓ **Account Caretaking**—Staff turnover and vacations are a reality. While they are away, quickly and easily assign their account to another. That way students will not feel ignored nor that their issues are unresolved.
- ✓ **Opt-out Management**—If your text campaigns are personal and relevant, few students will choose to opt out. But, for the students who do, ensure your opt-out management tools are airtight.
- ✓ **Segmenting**—Ensure your staff will have the ability to quickly send to a group/segment of students. In this medium, being agile is critical.
- ✓ **Two-way Integration**—With two-way integration, not only will your staff be able to text students immediately—your information system will be updated with those text interactions as they occur.
- ✓ **Enterprise Ready**—Allow staff members to communicate with students within their respective departments and set custom permissions that will prevent students from opting out of more than one department at a time.
- ✓ **Campaigns**—Prove that your outreach is working (or discover that it needs work) by tracking and reporting on activity related to particular groups of text messages.

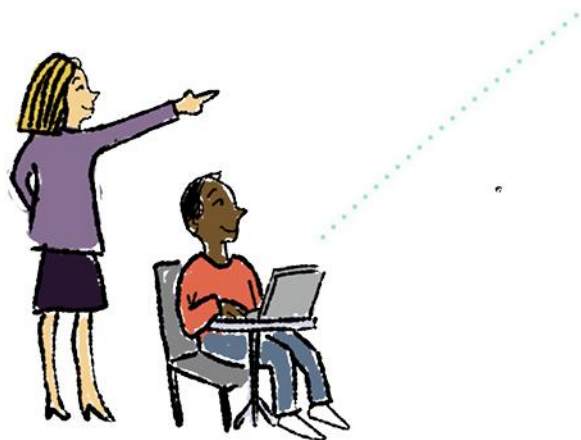
Specifications & Requirements

How (easily) it works.

User-friendly interface.

A hallmark of Mongoose is the elegant interface and intuitive user experience. Our platform is designed so your staff can spend time communicating—not troubleshooting.

- ✓ Mongoose has the ability to accept text messages, photo messages, emojis, and foreign language/symbols
- ✓ Incoming messages can be received to any Mongoose number or text-enabled landlines, and will appear within the recipient's inbox
- ✓ Messages can be scheduled for dispatch at any future date/time
- ✓ Dynamic/triaged responses can be set up based on the unique use case(s) and logic provided by the client (required Mongoose API for data integration)
- ✓ Departments can be created to separate the functional areas across campus



Built with your IT infrastructure in mind.

Our platform is designed to solve problems, not create IT headaches. You can count on the highest level of security, privacy, reliability, and simplicity every step of the way.

100% cloud-hosted.

- ✓ No additional servers or software needed
- ✓ All our services are configured and hosted in a scalable and fault-tolerant environment
- ✓ Clean and easy implementation—takes hours, not weeks or months
- ✓ Utilizes Microsoft Azure as primary hosting environment

Serious security.

- ✓ All data is transmitted over standard HTTPS/SSL and encrypted at rest
- ✓ The software platform is built using web and mobile security best practices, and is surrounded with application firewalls and a suite of monitoring and alert systems
- ✓ Compliant with the government FERPA guidelines for third-party vendors
- ✓ Your data belongs to you—and is used only for providing our software and services to you

Individual and group messages

Outgoing messages can be sent to both groups of students and individuals, and there is no limit to the number of messages or campaigns that can be initiated.

- ✓ Outgoing messages can be custom or based on pre-built templates included with the product or customized by the institution
- ✓ Bulk messages can also be personalized for each student by inserting custom mail merge fields
- ✓ Send broad campaign outreach messages to students on behalf of the appropriate counselor/staff member

Integration with CRM/ERP

Mongoose can integrate with existing CRM/ERP systems. There are three methods:

Automated—Real-time integration can be configured using web services APIs.

:
:
:
:
:
:
:

Manual—Import via a simple copy-paste of student data into Mongoose. Export flat files via user interface for upload into CRP/ERP.

Native—Configuration-based integration packages exist between Mongoose and certain CRM systems, which minimize involvement needed from campuses during implementation.

Student opt-in control

Students have the ability to opt-in for texting simply by providing their mobile number and marking “X” for “Please send me helpful text updates.” That information can easily be collected on any web form – inquiry form, application form, campus visit request form, or a form solely dedicated to asking for mobile number and permission to text.

Reporting

From the dashboard, you can view key metrics such as how often staff members are texting and what reply percentages are. You can also export custom reports, including campaign reports, in CSV format. This data can be pushed back into the CRM via web services API if automated integration is desired.

Service & Support

Our work is never done.

With Mongoose, powerful software is only half the story. That's because our agreement comes with unlimited—and we mean unlimited—support and training. Our approach to service is simple: we do whatever it takes to help you connect with your audience.

Strategic Consultation— Before you send a single text, we'll help you develop your communication strategy and change your campus' culture to welcome the technology with open arms.

Implementation Support— Sit back, relax, and let our implementation specialists get you up and running as efficiently as possible. You'll also have a single point of contact to guide you through the process.

Admin and User Trainings— Who said trainings have to be boring? Give us a few minutes, we'll make sure your team feels 100% comfortable with the platform from day one.

In-System Help— Have a question while using the platform? You're in luck, because we have answers to all your questions just a few clicks away.

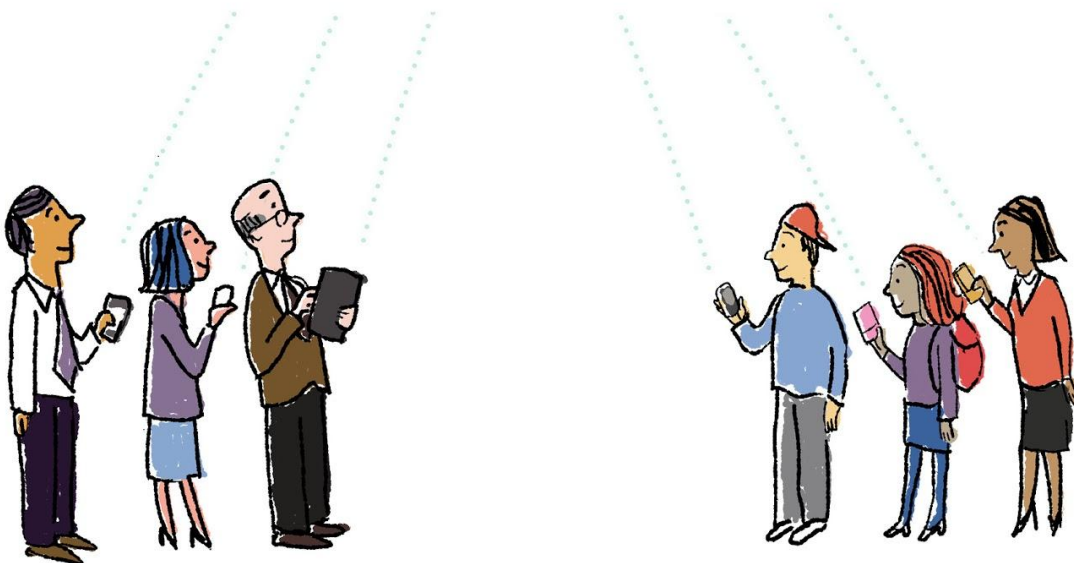
Ongoing Client Support— Feel free to browse our extensive online knowledge base of best practices and FAQs. Plus, you can always give us a ring, or—of course—shoot us a text.

Credentials & Leadership

Who we are.

Since 2009, Mongoose has worked hard to become higher education's leading SMS management platform provider. Since day one, our sole focus has been helping colleges and universities effectively connect with their students. We're all-in on higher ed, which means you get 100% of our energy, experience, and attention.

Our management team has worked in higher education—on both client and vendors sides—for an average of 17 years. Why is this important? Because we understand your challenges, and can coach you on the proven best practices to improve your communication and reach your goals.



Leadership.



Dave Marshall | President, Product Manager

Founder and chief architect of our text messaging platform, you'd be hard pressed to find someone who is more passionate about higher education communication than Dave. His desire to create out-of-the-box solutions while employing an under-the-radar approach is evident in Mongoose's simple yet powerful interface.

In addition to endless inspiration for our company, Dave is focused on finding novel ways to solve each institution's unique challenges.

You may recognize Dave from his previous role as co-founder of LiquidMatrix, which modernized enrollment marketing and is now part of Ellucian. He's also actively involved in the Industry through writing articles, speaking at conferences, and leading workshops.



Andrea Palmer | Associate Vice President, Partner Success

Andrea wears many hats at Mongoose including senior leadership over both Client Success and Business Development. She brings a unique level of experience in student success and retention, with a focus on uniting various people toward a common goal. She views text messaging as the next evolution in providing consistent, personalized communication to support students along their unique journeys.

Prior to joining Mongoose, Andrea led new business development and managed client relationships at Campus Labs. She has a B.S. in Communication Management and Design from Ithaca College. Plus, she speaks fluent Spanish, which we think is pretty cool.



Andrew Veatch | Vice President, Software Development

Andrew is responsible for the technology at Mongoose, and couldn't be more excited to be helping institutions find and retain their students. Having spent nearly his entire career in higher education technology, he worked on the Banner system at SUNY Geneseo while a student there, developed custom integration components at LiquidMatrix and then at Datatel (now Ellucian).

Previous to joining Mongoose, he spent 8 years at Campus Labs leading the development team as they transformed how institutions collected and analyzed data to become more effective.

Client Testimonials

Nothing brings a smile to our faces more than hearing positive feedback from our clients. Here's what a few of them have shared about their experience with Mongoose.

"Counselors who have been doing this job for 10+ years have told me that this is the best thing to have come along in their work careers."

Jim Wiseman, Vice President
Enrollment Management,
Carroll University

"We're better able to meet students' needs, answer questions quickly, and serve students in an efficient and personalized manner."

Tim Whittum, Southern
New Hampshire University

"Texting has allowed us to reach students we were never able to reach via phone. We have much cleaner data on students which has allowed us to build even stronger relationships."

Kelly L. Holloway, Mercer University

"We have completely changed how we communicate with our young alumni. Two-way texting allows us to have real conversations with young adults in their preferred medium. It's a game changer."

VP Advancement,
4-year private university

Implementation Timeline

Mongoose is incredibly quick and easy to implement on your campus. For a standard implementation using a virtual number and manual data imports, you can be up and running within three to four weeks - whether your IT staff is involved or not.

Specific timelines will vary by campus based on various factors. For reference, a typical implementation takes about five total hours over the course of up to five separate meetings.

Weeks 1-2

- Institution completes Mongoose data worksheet to identify admin and non-admin users
- Configure the type of phone numbers your users will utilize: virtual phone number (preferred method) or text-enabled landlines*
- Mongoose leads admin training session to demonstrate platform functionality

Weeks 2-3

- Campus create departments and additional users in platform
- Mongoose leads group user training to demonstrate platform functionality and best practices
- Admins manually imports student data into Mongoose
- Campus can begin texting students

Weeks 3-4

- Mongoose and campus IT begin discussing integration of CRM/ERP into the platform via API**

*Using text-enabled landline numbers will require Mongoose to submit a hosting request to our SMS provider and may delay implementation timeline 2-4 weeks from the date of hosting request.

**Depending on configuration, setting up API may add days or weeks onto the Implementation timeline.

Security Details

Keeping information safe and sound.

Mongoose is architected with security and privacy as highest priorities. Access to production software systems, databases, hosting environments, and infrastructure is strictly controlled, with permission granted for a few select individuals.

Access and changes are audited and monitored, and access is only permitted for when necessary for operations.

100% FERPA Compliant

Our client institutions maintain 100% ownership and are in full control of their student data. Our clients' data is strictly confidential and we shall not disclose, reproduce, copy, publish, distribute, or use for any purpose other than allowing client access to our platform.

Upon termination of agreements (or upon request), Mongoose agrees to export and/or permanently destroy any requested data as well as provide written confirmation of disposal.

Mongoose Employee Access to Data

Mongoose utilizes an Employee Acceptable Use of Technology Policy. Mongoose enforces strict control over our employees' access to your data and we are committed to ensuring that client data is not seen by anyone who should not have access to it. The control and ownership of customer data always remain in the hands of the institution. Data will be permanently destroyed no later than 30 days after a customer's request or the termination of our relationship.

Third Party Access to Data

Mongoose agrees never to provide, sell, share, or otherwise expose client data to a third party, except in the situation where we have enlisted additional service providers to supply required functionality for Mongoose software and services.

These third party vendors have been evaluated by Mongoose and were selected as trustworthy, industry-leading partners who also adhere to our strict and transparent security and privacy practices.

- ✓ Twilio – facilitates the sending/receipt of SMS messages between our software platform and students. More information: <https://www.twilio.com/trust>
- ✓ Mailgun – a Mail Transfer Agent API service. These messages are sent to staff users (not students) and contain notifications regarding system activity.
- ✓ Help Scout – carries out customer support transactions. This system may contain details provided by our customers to be used when handling issues/questions.
- ✓ Microsoft Azure – our primary production-hosting environment that holds has a number of certifications, including ISO 27001, HIPAA, FedRAMP, SOC 1, and SOC 2 and has been selected because of rigid controls around physical security and privacy.
- ✓ Cloud Firestore – a product within the Google Cloud Platform for efficient delivery to web/mobile applications.
- ✓ AWS SNS – the push notification service provided by Amazon Web Services for sending notifications to mobile app users.

Data safeguards

The applications in the Mongoose suite of software have been written with an awareness of current web application security risks (following OWASP guidelines). The tools/frameworks have been selected for their ability to provide protection at a base level; making protection the standard during development, rather than an afterthought. This includes SQL injection, cross-site scripting (XSS), cross-site request forgery (CSRF), and the use of cross-origin resource sharing (CORS) for APIs.

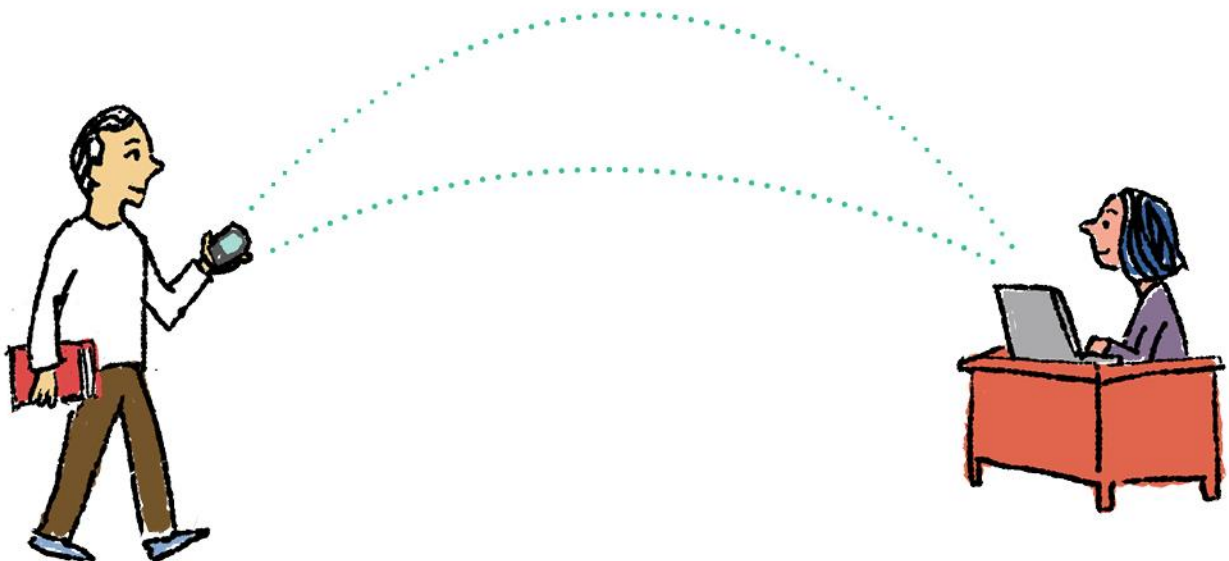
- ✓ Mongoose maintains a policy of least privilege when access to customer data, and production software systems are concerned. All such accesses are logged for audit purposes.
- ✓ All transport security is secured over HTTPS with a valid certificate and server configuration that is kept up to date and does not support any obsolete or insecure protocols or ciphers.
- ✓ All PII data is stored within a PaaS managed Azure SQL Database using TDE to provide encryption at rest.

Disaster recovery and business continuity plans

- ✓ All hosted services and applications have redundancy both within their primary region and across multiple regions to ensure uptime and to provide support for a rapid failover if necessary.
- ✓ Source code and essential business documentation is stored securely in redundant cloud locations to ensure access in the event of issues with employees and our physical office space.
- ✓ Database and application backups are stored across multiple regions for disaster recovery as well.

Security monitoring

- ✓ Mongoose uses multiple tools for providing active security monitoring, alerting, and protection, including CloudFlare Web Application Firewall and intrusion detection through Azure Security Center.
- ✓ Audit logs are captured for activity and operations performed within our production-hosting environment and are retained for 90 days.
- ✓ Mongoose regularly performs security and penetration scans against the software in production. Clients are welcome to perform scans as well, provided that a) Mongoose is notified in advance, b) Mongoose is provided a complete copy of the results, and c) Mongoose is given an opportunity to address any severe issues that are reported.



Data Integration

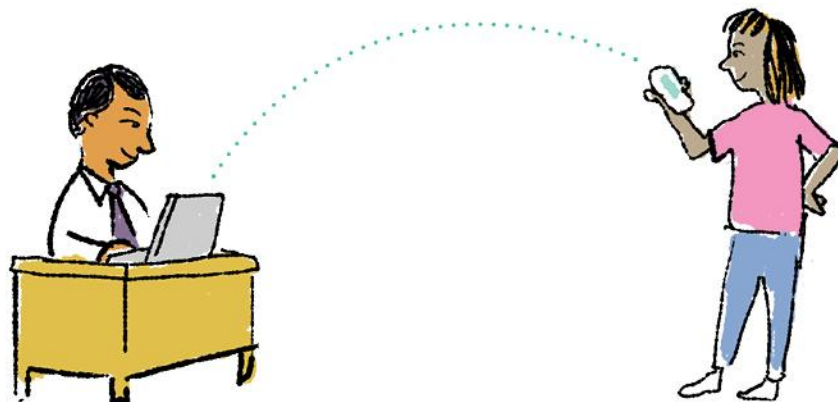
Works with how you work.

Mongoose offers multiple data integration options that align with how your campus is already doing business:

1. A simple file-based manual method
2. An HTTP API and webhooks integration
3. Native, configuration-based integration packages for certain CRM systems

All three approaches:

- ✓ Can be used interchangeably and simultaneously
- ✓ Can vary according to the campus department/team using the product
- ✓ Follow the same rules for data validation
- ✓ View the ERP/CRM as the system of record for all data
- ✓ Offer bidirectional integration



1. Manual import/export integration

Mongoose offers a set of import and export tools to make it simple to get data flowing between the texting platform and any ERP/CRM. This data exchange is all based on CSV or tab delimited data files—no need for complicated FTP file exchanges and column mapping efforts.

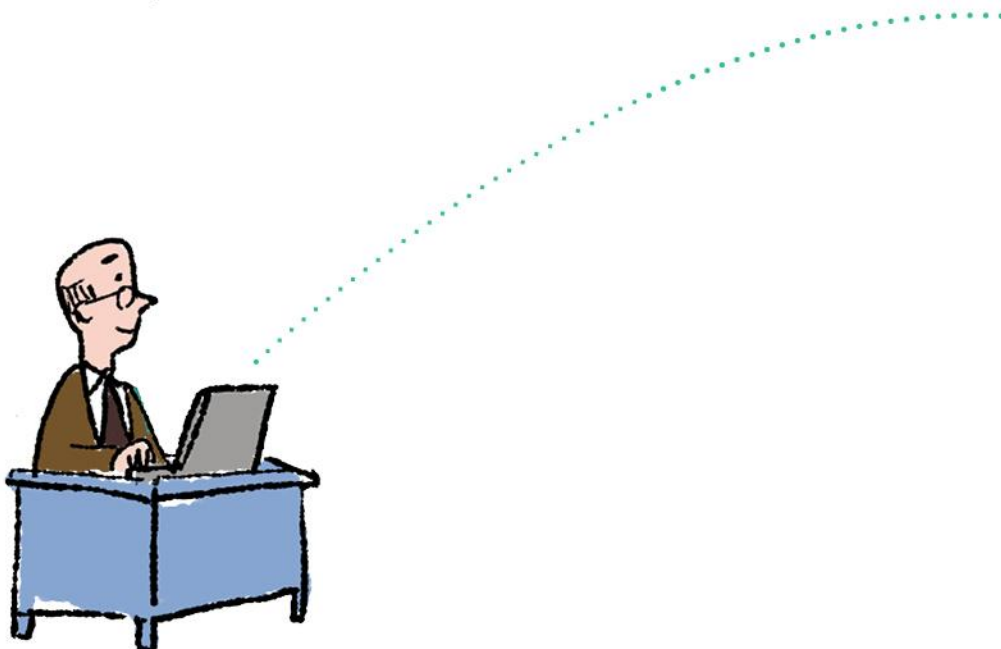
There are only 4 required fields:

- ✓ A unique student identifier
- ✓ First Name
- ✓ Last Name
- ✓ Mobile Number

In addition, custom columns can be included and stored in additional data fields within Mongoose. This custom data can be utilized for searching for students, segmenting students into groups, and/or providing additional context for staff who are messaging with the students.

Mongoose also offers the following set of exports, all in a CSV format, and bounded by a date range:

- ✓ Activity – includes all incoming/outbound messages with student and staff data
- ✓ Opt outs – includes all changes to opt out preferences for students
- ✓ Undelivered messages – includes all messages where delivery has failed
- ✓ Unread messages - all incoming messages that have not yet been read by staff members



2. API Integration

Mongoose offers a simple, web-based API that follows typical industry conventions and provides a set of methods that allow for the creation and retrieval of student and message data via a set of web services.

The primary advantage of API-based integration is automation, which allows for:

- ✓ Student data to be loaded into Mongoose automatically, as it changes in the CRM
- ✓ Message activity and opt-outs to be pushed back to the CRM automatically as they occur in Mongoose
- ✓ Messages to be sent automatically, either immediately or as scheduled for a future date and time, based on events that occur in the CRM - enabling a number of workflow-based automation scenarios

Mongoose also provides a tool for clients to experiment with various API methods and/or to generate code samples in most modern programming languages.

API integration should be strongly considered if the following criteria can be met by the campus:

- ✓ There are campus staff members with the required experience and bandwidth to develop software that can interact with web services or REST APIs, both for connecting to an external web server and for hosting a web service for external systems to connect to.
- ✓ The campus can commit to developing and maintaining a software solution including the ability to monitor, debug, and update the process on an ongoing basis.
- ✓ The campus ERP/CRM system has endpoints exposed that allow programmatic access to data (essentially, the campus system will need to have its own API or method of accessing the underlying data store).
- ✓ The campus IT staff and platform users can mutually agree on a workflow for reviewing logs and errors produced by the API to ensure the process is functioning on a daily basis. The same validation errors that one might run into using the manual process are also a factor in the API integration.

The full documentation for the API is located online:

<https://api.mongooseresearch.com/docs>

3. Native Integration

Mongoose offers pre-built integration packages for several leading CRM systems. These packages represent the most efficient manner for exchanging data between Mongoose and campus systems and minimize the level of effort required for the campus to implement an integration.

They are configuration-based and do not require any custom programming nor development time from the campus. A set of tools exists within the Mongoose platform to set up and monitor the data flow.

This style of integration is currently available for:

- ✓ Technolutions Slate
- ✓ Salesforce and many systems built on Salesforce (TargetX, Jenzabar JRM, EnrollmentRx)
- ✓ Campus Management Radius
- ✓ Campus Management Connect

CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM

Failure to complete all of the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.

SUBCONTRACTOR:

SUBCONTRACTOR NAME:

☐ Yes ☒ No

IS THIS FOR:

TAXPAYER ID NAME: Mongoose Research Inc.

☒ Goods?

☐ Services? ☐ Both?

YOUR LAST NAME: Jacger

FIRST NAME: Lauren

M.I.: M

ADDRESS: 16506 East Quaker St. Suite 202

CITY: Orchard Park

STATE: NY

ZIP CODE: 14127

COUNTRY: United States

AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION MUST BE DISCLOSED:

FOR INDIVIDUALS *

Indicate below if: you, your spouse or the brother, sister, parent, or child of you or your spouse is a current or former: member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee:

Position Held	Mark (✓)		Name of Position of Job Held [senator, representative, name of board/ commission, data entry, etc.]	For How Long?		What is the person(s) name and how are they related to you? [i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]	Relation
	Current	Former		From MM/YY	To MM/YY		
General Assembly	<input type="checkbox"/>	<input type="checkbox"/>					
Constitutional Officer	<input type="checkbox"/>	<input type="checkbox"/>					
State Board or Commission Member	<input type="checkbox"/>	<input type="checkbox"/>					
State Employee	<input type="checkbox"/>	<input type="checkbox"/>					

☒ None of the above applies

FOR A VENDOR (BUSINESS) *

Indicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.

Position Held	Mark (✓)		Name of Position of Job Held [senator, representative, name of board/ commission, data entry, etc.]	For How Long?		What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?	
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Ownership Interest (%)
General Assembly	<input type="checkbox"/>	<input type="checkbox"/>					
Constitutional Officer	<input type="checkbox"/>	<input type="checkbox"/>					
State Board or Commission Member	<input type="checkbox"/>	<input type="checkbox"/>					
State Employee	<input type="checkbox"/>	<input type="checkbox"/>					

☒ None of the above applies

Contract and Grant Disclosure and Certification Form

Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.

As an additional condition of obtaining, extending, amending, or renewing a contract with a state agency I agree as follows:

1. Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM. Subcontractor shall mean any person or entity with whom I enter an agreement whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms of my contract with the state agency.
2. I will include the following language as a part of any agreement with a subcontractor:

Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor.

3. No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a copy of the CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM completed by the subcontractor and a statement containing the dollar amount of the subcontract to the state agency.

I certify under penalty of perjury, to the best of my knowledge and belief, all of the above information is true and correct and that I agree to the subcontractor disclosure conditions stated herein.

Signature Lauren Jaeger Title Director, Client Dev. Date 3/28/2018

Vendor Contact Person Manasse Research Inc Title Lauren Jaeger Phone No. 716 604 7988

Agency use only
Agency Number _____ Agency Name _____ Agency Contact Person _____ Contact Phone No. _____ Contract or Grant No. _____

ARKANSAS TECH UNIVERSITY
Procurement and Risk Management Services
203 West O Street
Russellville, AR 72801-2222

Act 2157 of 2005 of the Arkansas Regular Legislative Session requires that any business or person responding to a Request for Quotation (Bid) submit their most current Equal Employment Opportunity policy (EEO Policy).

Although bidders are encouraged to have a viable equal opportunity policy, a written response stating that the bidder does not have an EEO Policy will be considered that bidder's response and will comply with the requirement of Act 2157.

This is a mandatory requirement when submitting a bid response. Failure to submit an EEO Policy or response may result in rejection of your bid.

If you have any questions, please call the Procurement at 479-968-0269.

Thank you.

Jessica Holloway
Director Procurement and Risk Management Services

TO BE COMPLETED BY BUSINESS OR PERSON SUBMITTING BID RESPONSE

X EEO Policy attached

 No EEO Policy exists-If no EEO policy exists, a signed statement on company letterhead stating as such must be submitted in addition to this form.

Mongoose Research Inc
Name of Company or Person

Lauren Jaeger
Signature

Lauren Jaeger
Name (printed or typed)

Director, Client Development
Title

3/28/2018
Date

MONGOOSE RESEARCH INC. - EQUAL EMPLOYMENT OPPORTUNITY

EMPLOYMENT

Mongoose Research Inc. provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Mongoose Research, Inc. complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

HARASSMENT

Mongoose Research Inc. expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Mongoose Research's employees to perform their job duties may result in discipline up to and including discharge.

ARKANSAS TECH UNIVERSITY
Procurement and Risk
Management Services
203 West O Street, Suite 101
Russellville, AR 72801-2222

Illegal Immigrant Certification Form

Act 157 of 2007 of the Arkansas Regular Legislative Session **requires** that any business or person responding to a Request for Proposal (RFP) for professional services, technical and general services or any category of construction in which the total dollar value is \$25,000 or greater **certify, prior to the award of the contract**, that they do not employ or contract with any illegal immigrants. Bidders are to certify online at:

<https://www.ark.org/dfa/immigrant/index.php/user/welcome>

Click: Submit Disclosure Form
(no password is needed)

Print screen-shot of certification and attach to this form.

This is a mandatory requirement. Failure to certify may result in rejection of your proposal, and no award will be made to a vendor who has not so certified. If you have any questions, please contact ATU Procurement and Risk Management Services.

Thank you.
Jessica Holloway, APO
Purchasing Program Manager

TO BE COMPLETED BY BUSINESS OR PERSON SUBMITTING RESPONSE:

Please check the appropriate statement below:

☒ We have certified on-line that we do not employ or contract with any illegal immigrants
Date on-line certification completed: 3/28/2018

☐ We have NOT certified on-line at this time, and we understand that no contract can be awarded to our firm until we have done so.
Reason for non-certification: _____

Name of Company	Mongoose Research Inc.
Mailing Address	6506 East Quaker St Suite 202
City, State & Zip	Orchard Park, NY 11
Signature	Lauren Jaeger
Name & Title (printed or typed)	Lauren Jaeger, Director, Client Development
Date	3/28/2018

DFA Illegal Immigrant Contractor Disclosure Certification

DFA Illegal Immigrant Contractor Disclosure Certification View Submission Details

Disclosure forms are valid for one year.

Vendor: Mongoose Research Inc.

Tax ID: 3862

Disclosure Statement: I certify that I **DO NOT** employ or contract with an illegal immigrant.

Contact E-mail: lauren@mongooseresearch.com

Submitted on: 03-28-18

Valid through: 03-27-19



ARKANSAS
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UNIVERSITY

RESTRICTION OF BOYCOTT OF ISRAEL CERTIFICATION

Pursuant to Arkansas Code Annotated §25-1-503, a public entity **shall not** enter into a contract valued at \$1,000 or greater with a company unless the contract includes a written certification that the person or company is not currently engaged in, and agrees for the duration of the contract not to engage in, a boycott of Israel.

By signing below, the Contractor agrees and certifies that they do not currently boycott Israel, and will not boycott Israel during any time in which they are entering into, or while in contract, with Arkansas Tech University. If at any time after signing this certification the contractor decides to engage in a boycott of Israel, they must notify the Arkansas Tech University in writing.

If the Contractor currently boycotts Israel, or engages in the boycott of Israel while in contract with Arkansas Tech University, see Arkansas Code Annotated §25-1-503.

Description of product or service	Text Messaging Platform
Contractor name	Mongoose Research Inc.

Contractor Signature: Lauren Jaeger
Signature must be hand written, in ink

Date: 3/27/2018